Managed Service

TrueCommerce Gives Organizations the Competitive Edge with a Robust, Scalable and Cost Effective Managed Service that Harnesses the Power of Our Leading Trading Partner Platform

BENEFITS

➤ A team of specialists who look after the day-to-day running of your EDI service.

➤ 24×7 service desk for you and your suppliers, with a team of experts that monitor the delivery and processing of your messages and manage any issues.

➤ No hardware or software required in your environment.

➤ Proven track record of onboarding both customers and suppliers, removing risk from the process.

➤ No hidden or variable costs.

TrueCommerce helps businesses transform EDI from a potentially expensive, but unavoidable overhead, into a business opportunity by providing the necessary experience, skills and infrastructure, to allow companies to concentrate on their core competences.

Redefining the electronic exchange of messages between organizations across all sectors, TrueCommerce empowers companies to achieve new levels of business connectivity and performance with the world's most advanced trading partner solution.

As a fully managed service, those outsourcing to TrueCommerce are free from the burden and risks associated with technical issues, maintenance costs and the need to keep abreast of advancing technology.

TrueCommerce's managed service is for companies who want to improve profitability by challenging the cost, complexity and limitations of trading with customers and suppliers using traditional methods. Through transparent pricing, with no hidden or variable costs, we have consistently helped companies secure tangible operational cost savings and improved customer service.

The TrueCommerce community continues to grow with increasing numbers of companies recognizing the benefits of outsourcing to a fully managed service provider. New companies are moving to the TrueCommerce network on a daily basis and existing clients are extending their EDI and e-invoicing capabilities to additional trading partners, as they continue to recognize the benefits of trading electronically through the TrueCommerce network.

TrueCommerce™ | Do business in every direction

OUTSOURCED INFRASTRUCTURE

- ➤ IBM e-business hosting – dual tier 3+ IBM data center's
- ➤ Exceeds ISO27002 standards
- ➤ Service availability of over 99.9% uptime
- ➤ Real-time data replication
- ➤ Robust disaster recovery capability

SERVICE DESK

- ➤ Dedicated team of EDI professionals
- ➤ Defined support processes – from problem capture through to resolution
- ➤ 24 x 7 support plans available

APPLICATION

- ➤ Secure, robust and 'future-proof' electronic trading network
- ➤ Scalable EDI solutions from a web browser to deep EDI integration
- ➤ Automated message transformation, translation and validation
- ➤ Real-time visibility – automated analysis and alerts
- ➤ Business Activity Monitoring – KPI reports, dashboards, monitors and alerts

CONTINUOUS TRANSACTION MONITORING

- ➤ Global managed services team
- ➤ Fast problem resolution and continuity of service
- ➤ Pro-active monitoring for message validation failures and errors
- ➤ In many cases issues resolved without involving clients
- ➤ Ensures compliance is enforced and transactions flow without errors

IMPLEMENTATION & TRADING PARTNER ON-BOARDING

- ➤ Trading partner communication, management and "go live" coordination
- ➤ Trading partner training and testing
- ➤ On-going project communication and reporting

ABOUT TRUECOMMERCE
TrueCommerce is the most complete way to integrate your business across the supply chain, integrating everything from EDI to inventory management, to fulfillment, to digital storefronts and marketplaces, to your business system and to whatever comes next. That's why thousands of companies across various industries rely on us.

**TrueCommerce.
Do business in every direction.**

THE TRUECOMMERCE TEAM IS HERE TO HELP!
If you have any questions regarding TrueCommerce, or how our solutions apply to your business, our passionate, customer focused team is here for you.

Call us today at 888.430.4489

www.truecommerce.com

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